

RB Balch PC Tips Newsletter, OCTOBER 2006

Reflections of Better Business

Your guide to technology and an error-free computer environment

By: **RB Balch & Associates, Inc.** Full service, award winning computer consulting firm. Serving AZ since 93.

CONTENTS

- 1 Specials this month
 - 2 Technology / Computer Tip
 - 3 Andy's Did You Know?
 - 4 Community Update
 - 5 RB Balch. Who are we?
-

SPECIALS THIS MONTH

OCTOBER - DAY LIGHT SAVINGS TIME - BUT NOT IN ARIZONA - SPECIAL. Is your PC protected in the event of a power outage? Give yourself time to close-out and save your work. APC 725 battery backup units - our regular price is \$85; SPECIAL for OCTOBER - while they last - is \$75 each. (Regular pricing is \$92.95, plus tax, shipping). Just contact us and we'll bring one out and setup at your next appointment.

BONUS SPECIAL: RB's "Prescription for Computer Safety" CD yours FREE this month at your next appointment. Just mention you'd like one when you schedule a convenient time for your appointment - or when you get your "reminder" email - and we'll bring one. This CD was recorded live at one of Rochelle's popular "computer safety" workshops.

GENERAL INFORMATION:

Contact us at 623-561-9366 OR at help@rbbalch.com OR online from our website www.rbbalch.com to schedule online. If you schedule online, you'll save an additional \$5 off your next appointment.

DISCOUNTED SCHEDULED APPOINTMENTS. No contracts to sign, no "prepay" bundle of hours to buy. Contact us for more information on "recurring discounted scheduled appointments." Current standard service visit is \$145/hr; scheduled appointment clients received discounted rate of \$125/hr.

REMOTE TECHNICAL SUPPORT. Contact us for remote technical support - it's easy, fast, less interruptions at the office and less expensive for you! (1/2 hour minimum)

Our motto: "you don't have a problem until you have a problem". Think about it. Contact Rochelle at rb@rbbalch.com.

2 TECHNOLOGY/COMPUTER TIP

Backups - Do they mean you're safe?

Everyone knows the importance of backing up data – and most people run them regularly. BUT - did you know you could still be vulnerable? You have a backup procedure in place, you run it regularly (even scheduled automatically), you change the media. BUT, are you safe? Is your data safe?

Remember, your computer and the backup unit are machines – and machines can fail too. Here are some tips for making sure your backup system is keeping you safe.

TIMING: If you run automated backups (scheduled), schedule a time when everyone is off the computer. Remind everyone to close programs so the backup can run efficiently and avoid file conflicts.

CHECK LOGS: Backup software generally has some type of logging procedure in place. Check the logs. You may "think" the unit is backing up, but there could be a problem; the log should catch it. Some software, or a software upgrade, will allow the program to send you an email giving you the status of a backup. Knowing that a backup had a problem, in advance of you actually needing it, can divert a possible disaster.

ROTATION: Rotating backup media means you have more copies - versions - of your data. In the event of a disaster, or even the need to simply recover a file, you may need a backup from a few days ago. A

good number to start with for tapes is 10, which allows for two weeks of backups. If using an external hard drive, consider multiple units, in the event one is damaged.

DATA SIZE: Are you backing up all of your critical files? Ensure that you have enough room with your backup system to perform a backup of files that are needed. If your backup system can't hold all data on your PC or server, it may be time to consider an upgrade or at least archiving off certain data. Also, if your space is tight, ensure you are not backing up unnecessary information or programs (programs can be reinstalled).

FOR TAPE BACKUP UNITS: Change your tapes at least once a year, and run your cleaning tape once a month. A dirty drive or bad tapes are the most frequent cause of tape systems failing to completely backup your data.

FOR HARD DRIVE UNITS: Little maintenance is necessary, but make sure the unit is placed such that air can circulate. Don't put it in an enclosed spot next to another unit that runs hot; heat can cause failure.

SERVERS. If you have a server, ensure that all data from the individual workstations is actually being saved to the server. Make sure everyone understands that only when the data is saved to the server is it backed up to an external source. Of course checking backups are only a part of your overall server safety; it is important to monitor your server to make sure it is running with maximum efficiency.

Yes, we check backups. Yes, we check servers. Ask about our non-intrusive, weekly remote backup and server checkups. Is it worth a weekly 15 minute appointment to you to know that someone is looking over your shoulder and checking things for you? If yes, contact us today.

Questions? Contact us at help@rbbalch.com 623-561-9366 or Rochelle directly at rb@rbbalch.com OR schedule on-line at www.rbbalch.com

3 Andy's Did You Know?

By Andy Karpel, the "A lot about nothing" expert

MONTH: OCTOBER

Birthstone: Opal, Tourmaline, Pink Sapphire Meaning: Hope

Flower: Calendula, Cosmos

Astrological Sign(s): Libra (The Scales) Sept. 23 - Oct. 23

Scorpio (The Scorpion) Oct. 24 - Nov. 21

Moon Phases: Oct 6 Full – Oct 13 Last – Oct 22 New – Oct 29 1st Qtr

Sunday, Oct 1 Walt Disney World opened in Orlando, Florida (1971)

Monday, Oct 2 Yom Kippur (Jewish Holiday Observed)

Monday, Oct 9 Columbus Day observed

Monday, Oct 9 Thanksgiving Day in Canada, 2nd Monday

Wed, Oct 11 Challenger astronaut Kathryn Sullivan 1st American woman to walk in space. (1984)

Monday, Oct 16 Boss's Day

Thursday, Oct 19 The Revolutionary War ended. (1781)

Sat, Oct 21 Sweetest Day 3rd Saturday

Sunday Oct 22 Last day of Ramadan

Tuesday, Oct 24 The United Nations Day came into existence. (1945)

Friday, Oct 27 Navy Day

Friday, Oct 27 President Theodore Roosevelt's birthday. (1858) The "Teddy bear" was named after him. (I didn't know that!)

Sat, Oct 28 France presented the US with the statute of Liberty. (1886)

Sun, Oct 29 New York Stock Exchange crashed on what came to be known as "Black Tuesday", starting the Great Depression (1929)

Sunday, Oct 29 Daylight Savings time ends (last Sunday in October)

Tuesday, Oct 31 Halloween (**BOO!!**)

Andy's "I didn't know that"

Monday, Oct 9 Columbus Day observed - 2nd Monday in October – For years and years books and school teaching told us that Christopher Columbus discovered America. What those books and teachings did not give credit to was the fact that Native Americans were already here first and truly discovered America. Today, we celebrate Columbus Day for what it accurately is. Columbus did discover the existence of the New World for Europeans who until then, believed the world was flat and ended

somewhere in the Atlantic. And, the focus is more upon discovery of the "New World", and less upon Columbus himself. This day is sometimes called "Discoverer's Day".

And just in case you forgot: Columbus Discovered America in 1492. He originally set sail on August 3, 1492, but had trouble with the ships, stopping at the Canary Islands for a month. The ships left the Canary Islands on September 3, 1492. - He traveled with three ships: The Nina, the Pinta and the Santa Maria. While Columbus was an Italian, he could not find funding in Italy, so he turned to the King of Spain. King Ferdinand and Queen Isabella provided the funding. He did not land on the U.S. mainland. He landed on an island in the Caribbean. While many believe he landed on San Salvador, there is still debate on which island he originally landed on.

Friday, Oct 27 Navy Day - The Navy League of the United States organized the first Navy Day in 1922, holding it on October 27 because it was the birthday of the Navy-supporting President Theodore Roosevelt. Although meeting with mixed reviews the first year, in 1923 over 50 major cities participated, and the United States Navy sent a number of its ships to various port cities for the occasion. The 1945 Navy Day was an especially large celebration, with President Harry S. Truman reviewing the fleet in New York Harbor. In 1949, Louis A. Johnson, secretary of the newly-created Department of Defense, directed that the US Navy's participation occur on Armed Forces Day in May. As a civilian organization the Navy League was not affected by this directive, and continued to organize Navy Day celebrations as before. In the 1970s, the "birthday" of the Continental Navy was found to be October 13, 1775, and so CNO Admiral Elmo R. Zumwalt worked with the Navy League to define that as the new date of Navy Day. Navy Day continues to be celebrated as of 2004.

Sunday, Oct 29 Daylight Savings time ends (last Sunday in October)

Remember: Spring forward, Fall back - Daylight Saving Time reverts to standard time at 2:00 a.m. on the last Sunday of October. In the U.S., each time zone switches at a different time. For the U.S. and its territories, Daylight Saving Time is NOT observed in Hawaii, American Samoa, Guam, Puerto Rico, the Virgin Islands, and ARIZONA. The Navajo Nation participates in the Daylight Saving Time policy, even in Arizona, due to its large size and location in three states. (I sure didn't know that) **Date change in 2007** President Bush signed the Energy Policy Act of 2005. This Act changed the time change dates for Daylight Saving Time in the U.S. NOTE: Beginning in 2007, DST will begin on the second Sunday of March and end the first Sunday of November. The Secretary of Energy will report the impact of this change to Congress. Congress retains the right to revert the Daylight Saving Time back to the 2005 time schedule once the Department of Energy study is complete. This year October 29th but starting in 2007 it's moved up to November 4 and November 2 in 2008.

YET MORE useless unimportant information (thanks Tom at CAP)

Rubber bands last longer when refrigerated.

The average person's left hand does 56% of the typing.

If you are an average American, in your whole life, you will spend an average of 6 months waiting at red lights.

Almonds are a member of the peach family.

A goldfish has a memory span of three seconds.

TYPEWRITER is the longest word that can be made using the letters only on one row of the keyboard.

(All you typists are going to test this out)

A dime has 118 ridges around the edge.

It's impossible to sneeze with your eyes open.

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4 Community Update
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College classes, FALL 2006. Classes for FALL. Contact GCC for registration. Rochelle is teaching: Small Business. Starting/Managing a Home Business - SBS217 TH 6 to 9:20PM, 4 weeks.

UPCOMING: FERUARY 2007. Rochelle is the keynote speaker for Na'amat's Annual Woman of the Year Luncheon.

RB Balch is proud member of:

Arizona Small Business Association (ASBA) - Chamber of Commerce - National Federation of Independent Business (NFIB) - Better Business Bureau (BBB).

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5 RB Balch. WHY do we issue this and WHO are we?
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WHY: Purpose of this newsletter?

To help you learn more about technology and computers

To be informal and informative

To answer specific questions asked by readers

....To continue our commitment of keeping you informed

Reflections of **Better Business** (published since 1994) is for employees, clients, friends and associates of **RB Balch**.

WHO ARE WE: RB Balch. Computer-consulting firm. Established 02/93. Experienced. Reliable. Ethical. Good. Revenues since 1993 over \$20 million. Our mission is to be your one source solution for all of your computer needs. Consider us your "computer guy", your IT department. We're only an email or phone call away.

SERVICES: PC Field Support, Software Development Projects, Business/Marketing Consulting, Seminars & Keynotes.

PC Field Support: PC troubleshooting, network installation and maintenance, server and workstation setup/support, hardware and software upgrades, virus and spyware detection & repair, data recovery, backup/restore, programming, web design, web and email hosting, more. Troubleshooting is our specialty. Contact us as needed, or set-up recurring regular maintenance appointments (discounted, no contracts, no pre-paid bundle of hours required). We come to you.

Software Development Projects: PC development, no job too small. We specialize in projects 1 to 500 hours (longer projects also accepted). New or maintenance. Simple changes or complex systems. Programming, Databases, Web design, Contingency plans/strategy plans, etc. Available nationally.

Business Consulting: . Utilize technology to help you grow your business - we're here to help. IT strategies, Disaster/recovery planning, IT security audits. Marketing and promotional plans.

Seminars, Keynotes: Technology and Motivational workshops, keynotes and lunch programs for your staff or association. As a successful entrepreneur and award winning business owner, Rochelle Balch, president RB Balch and international professional speaker (member of the National Speakers Association), is available for programs for technology, team building, marketing and business, and personal development. Get everyone on the same page to understand technology in your company. Mention this newsletter for discount off speaking fees. For sample topics see

<http://www.rochellebalch.com>

Appointments: We offer, and highly recommend, regularly scheduled PC maintenance appointments. We offer on call/as needed service and emergency service. We are available weekends/evenings/holidays, and on special retainer, if required. No pre-pays, change frequency or cancel maintenance appointments at any time. Contact us at help@rbbalch.com, at 623-561-9366, or visit our web site at www.rbbalch.com for on-line scheduling. Contact Rochelle Balch directly at rb@rbbalch.com or contact Andy Karpel directly at andy@rbbalch.com if you like.

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MAINTENANCE

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To be added or removed from our newsletter, go to: <http://www.rbbalch.com> and click on the Newsletter box on the right. OR call us OR simply reply to this email and write remove in the message or subject. Your email address is absolutely only used by us at RB Balch.

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